



Western Power Distribution Stakeholder Workshops: Summary Report

Plymouth, 30th January 2018

Newport, 31st January 2018

Bristol, 1st February 2018

Birmingham, 6th February 2018

Derby, 7th February 2018

Lincoln, 8th February 2018

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1 | INTRODUCTION

In January and February 2018, WPD hosted a series of six workshops in locations across its network. This report details outcomes from the six workshops in Plymouth, Newport, Bristol, Birmingham, Derby and Lincoln.

The purpose of the workshops was to seek feedback from WPD's key stakeholders on a range of proposed actions relating to: the company's current performance; key changes in the energy industry; influencing the company's developing Business Plan; and the impact of the anticipated transition to a DSO. WPD also invited Citizens Advice to present an independent workshop on methods of engagement.

EQ Communications (EQ) was appointed as a specialist stakeholder engagement consultancy to independently facilitate the stakeholder workshop on behalf of WPD and neutrally report back on the outputs.



Each of the workshop sessions began with a short presentation from members of the WPD team or Citizens Advice, followed by roundtable discussions. The roundtable discussions were facilitated by trained EQ facilitators and stakeholders' comments were captured by EQ scribes. In addition, there was a Q & A session where stakeholders were invited to ask senior personnel at WPD questions. After lunch, there were three 'surgery' sessions: Losses and Innovation, Connections and Distributed Generation, and Social Obligations (including Fuel Poverty). The full agenda for the workshop can be found on slide 17 of the presentation, which can be found here: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

Where possible, verbatim quotes have been noted by the scribes, along with key themes and areas of consensus. Comments are not attributed to individuals to ensure that all stakeholders could speak as candidly as possible.

Over the course of the workshop, stakeholders were asked to vote on a number of electronic voting questions using the individual tablets provided on their tables. Where relevant, these results will be displayed alongside qualitative feedback from the discussions (please note that in some instances, results do not sum to exactly 100%: this may be due to computer rounding or multiple responses).

This report is a recording of the outputs from the stakeholder workshop. A copy of the presentation given by WPD can be found here: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

2 | OVERVIEW

After a brief introduction to WPD, the workshops were split into four discussion sessions. The first, second and fourth sessions began with an introductory presentation given by a senior WPD representative, and the third session was introduced independently by a member of Citizens Advice. All presentations were followed by roundtable discussions, with stakeholders then able to give quantitative feedback by voting electronically.

A copy of the slideshow containing the presentations given at the event can be found here: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

The four areas for discussion are shown below:

WORKSHOP SESSION 1: WPD'S CURRENT RIIO-ED1 PERFORMANCE

The first discussion session was introduced by Eleanor Sturges, Planning & Regulation and Special Projects Manager, who gave an overview of WPD's current performance within the current RIIO-ED1 framework (2015–2023). She went on to discuss several emerging 'key changes' that had not been anticipated when the current Business Plan was agreed in 2013: WPD's role as a Distribution System Operator; Alternative Connections Offers; Electric Vehicles; Changes in Flood Risk Planning; and Cyber Security.

The presentation given by Eleanor can be found on slides 20–33: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

WORKSHOP SESSION 2: LOOKING AHEAD TO RIIO-ED2

This session began with a presentation given by Alison Sleightholm, Regulatory & Government Affairs Manager. Alison explained the changing focus from outputs to outcomes in RIIO-ED2, and outlined the core outcomes that WPD believe stakeholders want them to deliver. After introducing the key components of WPD's Business Plan, she outlined the areas currently shaped by stakeholders and asked whether this influence could go even further in RIIO-ED2.

The presentation given by Alison can be found on slides 45–56: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

WORKSHOP SESSION 3: ENGAGING WITH CUSTOMERS AND THE ROLE OF CUSTOMER PANELS

The third session of the morning was an independent workshop designed by Citizens Advice, introduced by Victoria Pryker, Joel Atherton or Stuart Horne. They began by discussing the importance of proactive engagement and the different levels of influence that stakeholders and customers could potentially exert over a company's business activities. They also explained the role of Customer Challenge Panels, describing their purpose, remit and level of decision-making power, and seeking feedback on how the current model could be adapted in the future.

The presentation given by Citizens Advice can be found on slides 67–74: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

WORKSHOP SESSION 4: TRANSITIONING TO A DISTRIBUTION SYSTEM OPERATOR

Nigel Turvey, Network Strategy and Innovation Manager or Paul Jewell, Policy Manager introduced Session 4. They explained the changing role of energy networks and what the transition to a DSO might mean for different customer groups, in particular, large energy users; distributed generation and storage providers; smart technology providers; local communities; and vulnerable customers. They concluded by discussing how vulnerable customers could benefit from a smart future, giving the example of the 'last gasp' feature on SMETS2. Following the presentations, there was a short Q & A, during which they answered questions from the floor.

The presentation given by Nigel and Paul can be found on slides 80–94: [https://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx](https://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/180209-WPD-Annual-Stakeholder-Workshops-2018-FINAL.aspx)

AFTERNOON SURGERIES

After lunch, stakeholders were asked to participate in one of three informal afternoon surgeries. The subjects for discussion were:

- Losses and Innovation, hosted by Paul Jewell;
- Connections and Distributed Generation, hosted by Tim Hughes, Richard Allcock or Alison Sleightholm;
- Social Obligations (including Fuel Poverty), hosted by Karen McCalman or Nikki Johnson.

These surgeries included presentations on the topics and gave stakeholders an opportunity to ask the three presenters questions. The presentations given at the surgeries can be found here:

- Losses and Innovation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Innovation-and-Loss.aspx)
- Connections and Distributed Generation: [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Stakeholder-Events-2018-Connections-breakout.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Stakeholder-Events-2018-Connections-breakout.aspx)
- Social Obligations (including Fuel Poverty): [http://www.westernpower.co.uk/docs/Stakeholder-info/2018-\(1\)/Afternoon-surgery-presentation-Social-obligations.aspx](http://www.westernpower.co.uk/docs/Stakeholder-info/2018-(1)/Afternoon-surgery-presentation-Social-obligations.aspx)



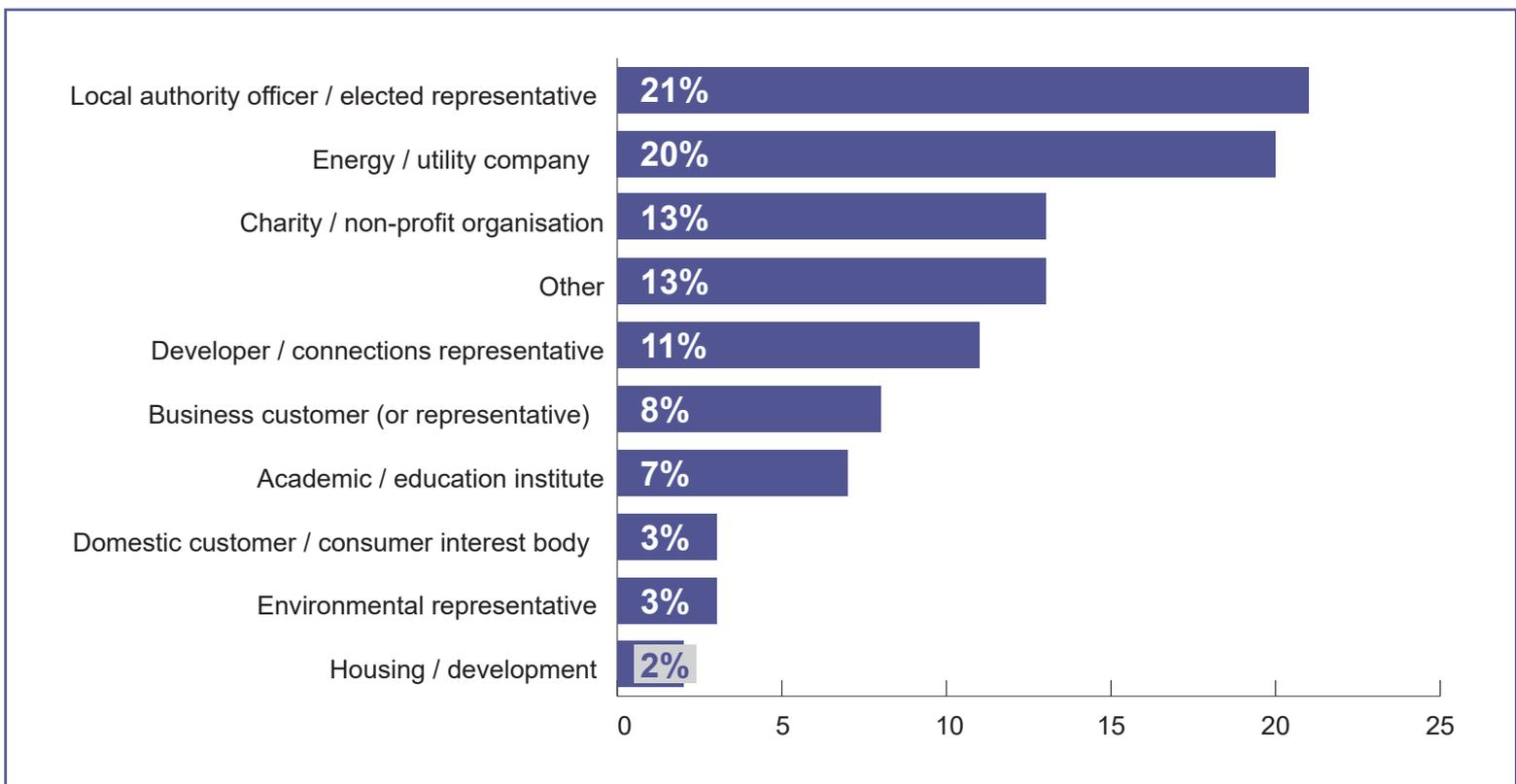
3 | ATTENDEES

A total of 257 stakeholders, representing some 190 different organisations, attended the workshops.

- 45 attended the Plymouth workshop;
- 45 in Newport;
- 52 in Bristol;
- 54 in Birmingham;
- 28 in Derby; and
- 33 attended the final workshop in Lincoln.

Stakeholders were asked to vote electronically to identify as one of nine listed stakeholder types, or select 'other' if no options were suitable.

Local authorities and energy / utility companies were most widely represented, making up 41% of attending stakeholders. The next most prevalent type were charity/non-profits and those identifying as 'other', with 13% each. The results are shown below:

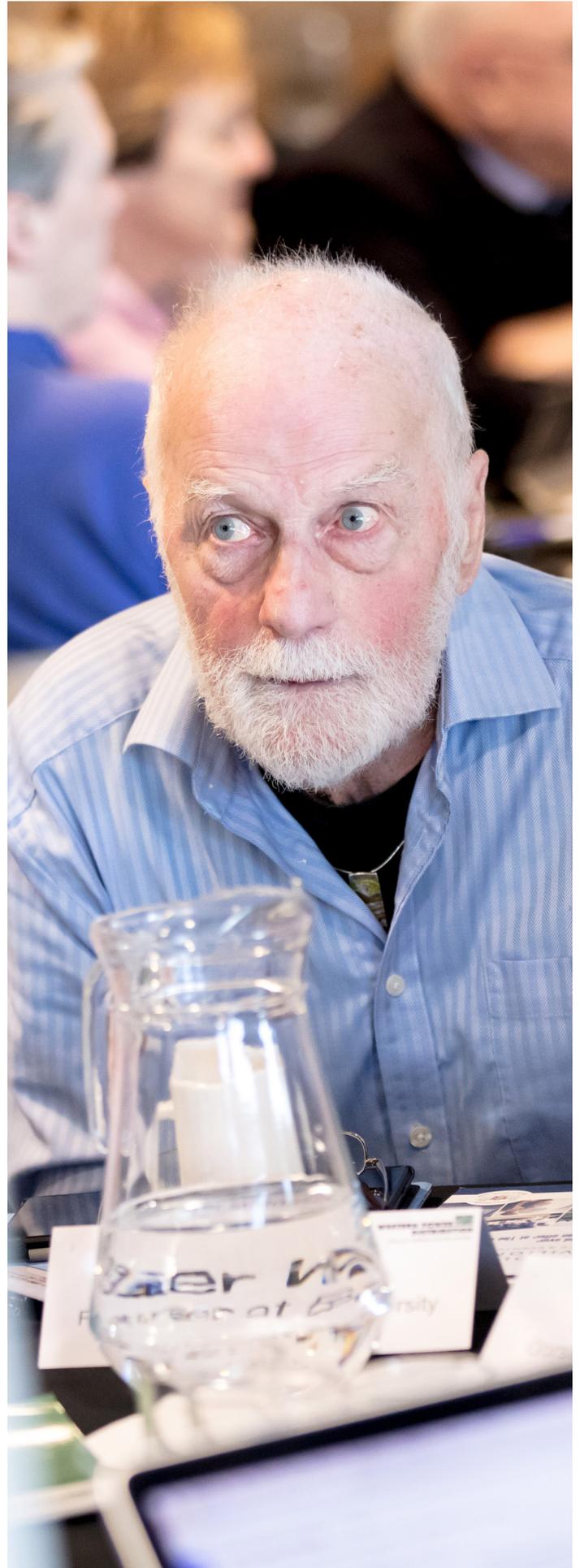


List of attendees:

- 361 Energy
- ABB
- ABP
- Act on Energy
- Amberside Energy
- Amelio Energy
- Amey
- Assa Abloy
- Atkins
- Avon Local Councils Association (ALCA)
- Avon Wildlife Trust
- Barnt Green Parish Council
- Beat the Cold
- Birmingham Airport
- Blaby District Council
- Black Country Chamber of Commerce
- Blaenau Gwent County Borough Council
- Bristol City Council
- Brush Transformers Limited
- BSR Energy
- Burnett Industrial Limited
- Burns & McDonnell
- Cadent Gas
- Caerphilly County Borough Council
- Camlin
- Cannock Chase AONB Partnership
- Cannock Chase Council
- Caplor Energy
- Cardiff University
- Cenin Ltd
- Centre for Sustainable Energy
- Centrica
- Chemical Industries Association
- Christchurch Borough Council
- Citizens Advice
- Citizens Advice (Derbyshire)
- City of Lincoln Council
- CLA Cymru
- Combe Fields Parish Council
- Combe Hay Parish Council
- Cornwall Chamber of Commerce
- Cornwall Council
- Cornwall Environmental Consultants Ltd
- Coventry Citizens Advice
- Coventry University
- CPRE Cornwall
- Croxden Parish Council
- CSWDC
- Daventry District Council
- Deerhurst Parish Council
- Derby City Council
- Derby Homes Ltd
- Devon County Council
- Dodington Parish Council
- Dwr Cymru Welsh Water
- E.ON UK
- East Lindsey District Council
- Ecodev Group Ltd
- ECS
- EDF Energy
- Edge Power
- Elecnor
- Electron
- Environment Agency
- Ethical Power
- Exergyn
- Falmouth Town Council
- Frazer-Nash Consultancy Ltd
- Geldards LLP
- Gloucester & District Citizens Advice
- Gorsley and Kilcot Parish Council
- Green Energy Networks Ltd
- Green Frog Connect
- Green Frog Power Limited
- Groundwork UK
- Groundwork Wales
- Happy Energy Solutions Ltd
- Hawker Siddeley Switchgear Ltd.
- Herefordshire & Worcestershire Chamber of Commerce
- Herefordshire Council
- Hermes Energy Services

- Highways England
- IBM
- IQA Group
- K&S Edkins
- KB SERVICES
- Kea Parish Council
- Kettering Borough Council
- Kier
- Lanteglos-by-Fowey Parish Council
- Lark Energy
- Lickey & Blackwell Parish Council
- Lincolnshire County Council
- Lincolnshire Wolds Countryside Service
- Linkinhorne Parish Council
- Llanelly Community Council
- Low Carbon Hub
- Lucy Electric
- Marches Energy Agency
- Melin
- Met Office
- Morrison Utility Connections
- NALC
- National Energy Action
- National Grid
- Network Rail
- Nortech Management Ltd
- North Kesteven District Council
- North Somerset Council
- North Warwickshire CAB
- Nottingham Trent University
- Nottinghamshire County Council
- Notts ALC
- npower
- Nuneaton and Bedworth Borough Council
- Optimum Technical Services Ltd
- Pitchcombe Parish Council
- Plymouth City Council
- Plymouth Energy Community
- Pollock Associates
- Prospect
- Red Cross
- REG Power Management
- Regen
- Royal Cornwall Hospitals NHS Trust
- Royal Mail
- RS Renewables Ltd
- RSK
- RSK Group plc
- S&C Electric UK Holdings Ltd
- Schneider Electric UK
- Scottish Hydro Electric Transmission
- Severn Trent
- Severn Wye Energy Agency
- SGN
- Siemens
- SIG IOT Technologies Ltd
- Simply Blue Energy
- SLR Consulting Ltd
- Smart Grid Consultancy
- Smarter Grid Solutions
- SmartestEnergy Ltd
- SMS Energy Services
- Solarcentury
- Solihull MBC
- South East Wales Energy Agency
- South Leverton Parish Council
- South West Water
- Southam Town Council
- SP Energy Networks
- SSE
- SSEN
- Staffordshire County Council
- Stamford Transition Town
- Stephens Scown LLP
- Suncredit
- Sustainable Direction Ltd
- SW TUC
- Tamar Valley AONB
- Tata Steel UK Limited
- Taylor Lindsey
- Thomas Dudley Ltd
- Torfaen County Borough Council
- TUSC
- UK Power Reserve Ltd

- University of Bath
- University of Birmingham
- University of Bristol
- University of Exeter
- University of Lincoln
- University of the West of England
- Utility Resource Services Ltd
- Vale of Glamorgan Council
- Wales & West Utilities
- Warm Wales
- Warwickshire Police
- Welsh Government
- Wessex Water
- West of England Combined Authority and LEP
- Whitwick Parish Council
- Wilson Power
- Woodland Trust
- WPD Customer Panel
- Yate Town Council
- YES Energy Solutions CIC



4 | WORKSHOP ONE: WPD'S CURRENT PERFORMANCE

- When stakeholders were asked to identify their main priorities in terms of WPD's current performance, these tended to reflect the organisations they represented. However, several key areas of interest emerged across the six workshops: the transition to DSO, particularly how this would affect storage and electric vehicles; WPD's strategy to cope with growth and increased demand; connections; decarbonisation; and fuel poverty.
- Stakeholders discussed the proposed 'key changes': Transition to DSO; Electric Vehicles; Alternative Connections; Flood Risk; and Cyber Security, with the majority agreeing that these were the primary changes that had occurred since the current Business Plan was produced.
- Across the six workshops, all of these 'key changes' scored highly when stakeholders were asked to vote on how important they were for WPD to address, receiving average scores (out of a possible 10) between 7 and 8.2. Cyber Security attained the top score of 8.2, with Electric Vehicles next on 7.9.
- Stakeholders were asked to consider whether the current six output categories (Safety, Environment, Customer Satisfaction, Reliability, Connections and Social Obligations) were fit for the future. Across all six workshops, many stakeholders were of the view that new categories ought to be created to respond to recent advances in technology. These included: 'Growth and Innovation'; 'Future Energy Scenarios'; 'Business Transformation'; 'Future Networks'; 'Demand'; and 'Storage'.
- A significant number of stakeholders felt that DSO should head its own category, stating the scale, size and complexity of the output as their primary reasoning behind moving it from its current position under the Environment category. This was borne out in the interactive exercise, where tables of stakeholders could move the key changes from their current categories. Although keeping DSO under Environment received the approval of 8 tables, 32 opted to move it elsewhere.
- Many stakeholders were of the view that the Electric Vehicles key change had outgrown the Environment category and aligned better with some of the newly suggested categories encompassing growth, innovation and change. This was again seen in the interactive exercise, where some 27 tables opted to move this out of Environment, while only 11 tables thought it should remain.
- Stakeholders across the workshops took the Cyber Security key change seriously: some suggested it warranted a separate category, while others argued that it spanned several categories, including Safety, Reliability, Social Obligations and Connections.
- Participants discussed the creation of measurable outputs under the 'key changes'. Some felt any output for Electric Vehicles needed to break from the old model of setting a target to keep pace with steady growth and aim for something more intangible and unpredictable, while others were content with improved education and increased charging points. Other proposals included 'recovery time' as an output under Cyber Security, and a measure to track the implementation of the transition to DSO over a five-year period.
- Voting electronically, the majority of stakeholders voted all the key changes, with the exception of Flood Risk Planning, as requiring new measurable outputs immediately.

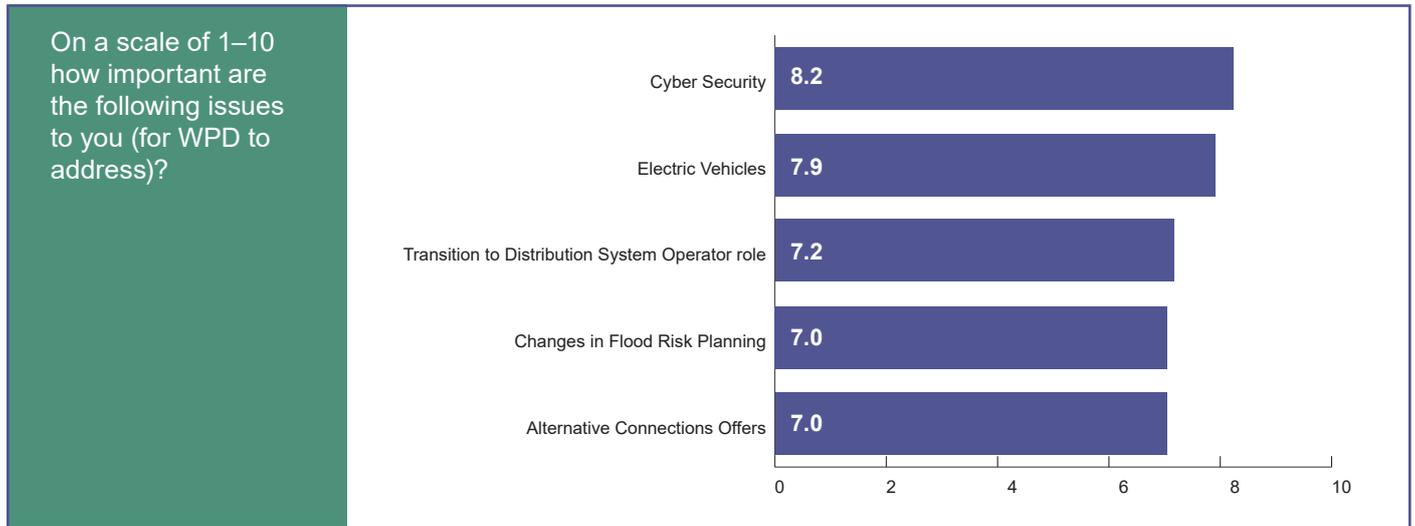


During the discussions, stakeholders were asked to state their preference for where the key changes should sit under the existing output categories – or whether new categories should be created. The aggregated results across all of the tables were as follows:

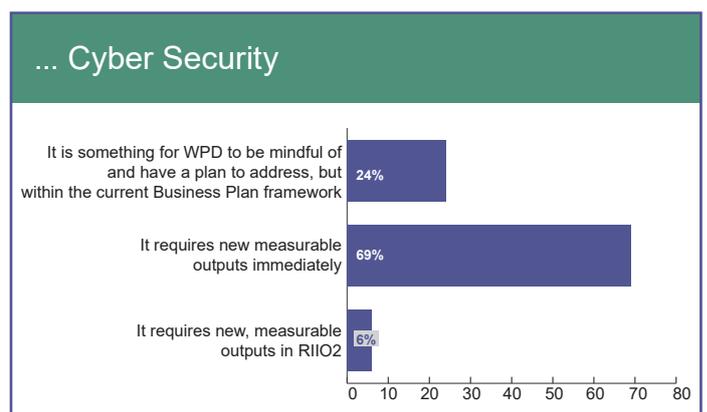
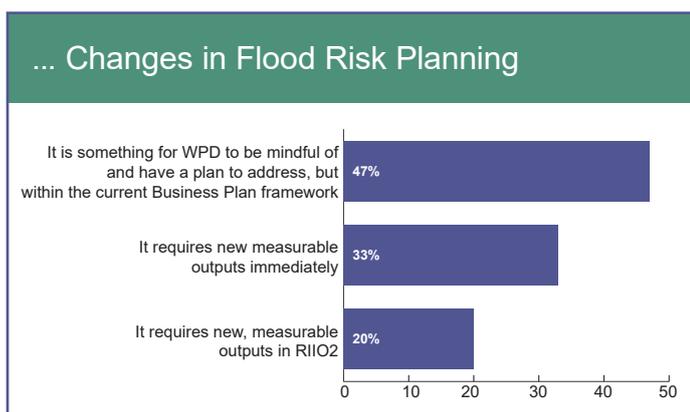
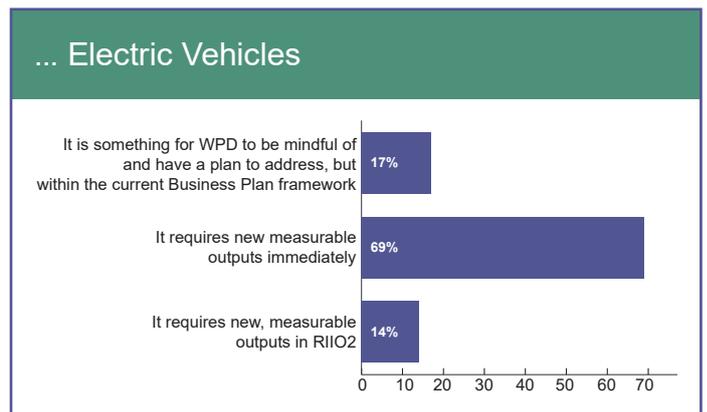
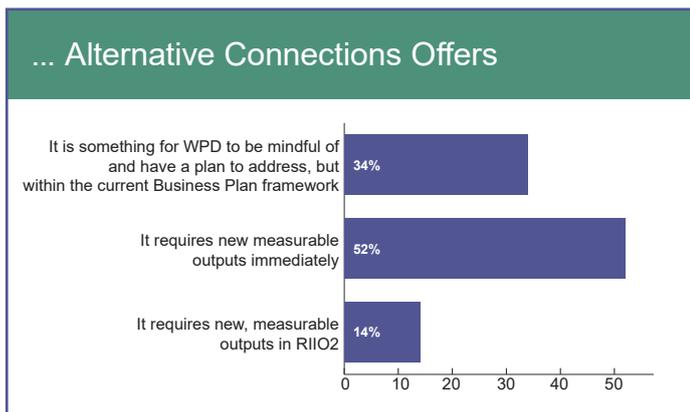
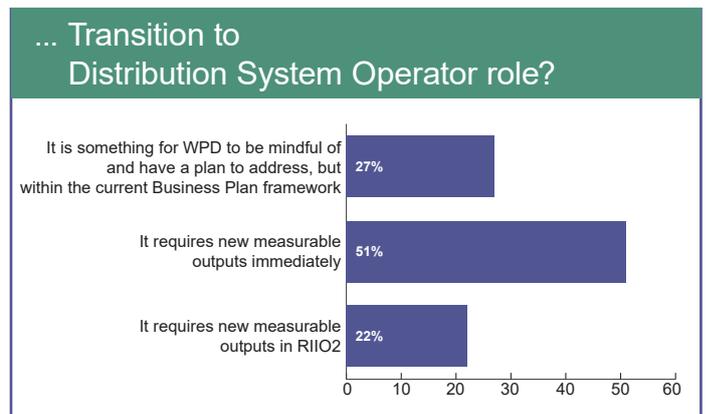
EVs	5.00				
Business	2.00		2.00	0.50	0.15
Capacity & Connections	2.00				
DSO	2.75		13.75	4.75	1.00
Future of Networks			2.00	1.00	
Storage	1.75		2.00		
Tech / Innovation	2.75		4.00	2.00	1.00
Security (inc. Cyber)					8.50
Social Obligations	1.25		0.25	2.00	1.57
Customer Satisfaction	0.25		1.25	1.25	0.82
Connections	6.00	0.25	2.25	17.00	0.82
Environment	11.75	2.25	8.25	14.25	0.32
Reliability	3.50	41.25	4.50	0.50	17.57
Safety		0.25		0.25	7.57
	EVs	FLOOD RISK	DSO	ALTERNATIVE CONNECTIONS	CYBER SECURITY

Electronic Voting

At the end of the sessions, stakeholders were asked to vote electronically on a number of issues relating to the discussions.



IN TERMS OF BUSINESS PLAN OUTPUTS, HOW SHOULD WPD ADDRESS THE FOLLOWING ISSUES...?

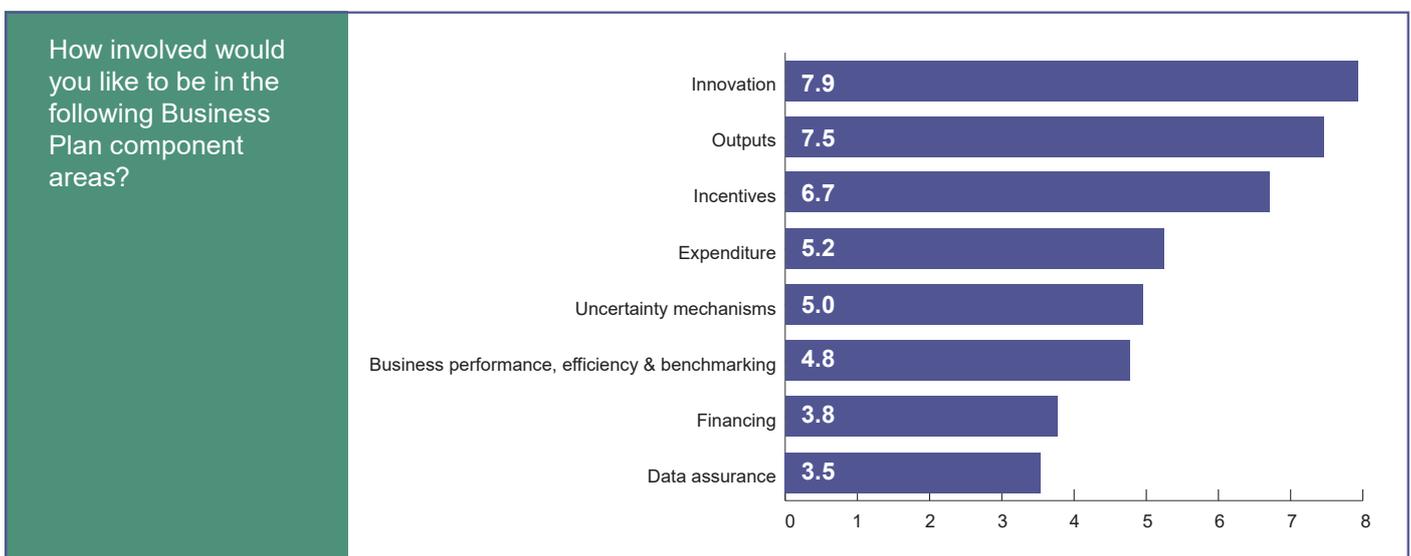


5 | WORKSHOP TWO: LOOKING AHEAD TO RIIO-ED2

- Stakeholders discussed the outcomes they wanted to see achieved in RIIO-ED2. Across the workshops, many expressed a concerted interest in seeing investment in innovation, particularly storage, smart metering and a sustainable network, while a sizeable majority focused on environmental issues such as the decarbonisation of energy and sustainability.
- Participants were asked how much influence they could have over a range of RIIO-ED2 component areas: Outputs; Incentives; Innovation; Expenditure; Financing; Uncertainty Mechanisms; Data Assurance; and Business Performance, and this sparked a lively debate about the role of stakeholders and the influence they could wield.
- Many argued that in order to have a valuable and responsible influence, end users would require more education and access to research and information, and that most would lack the requisite knowledge and interest. A key attitude expressed from this line of thinking was ‘we’re stakeholders, not consultants’.
- However, others argued that all end users were, by definition, stakeholders, as they helped pay for the network, so should be offered the opportunity to shape its direction. Some suggested an outcome that converted end users into informed stakeholders via education and greater engagement.
- Innovation was widely discussed, with consensus that industry participants’ influence in this area was key. It was also commented that end users should influence this area and that more and more diverse voices might lead to greater innovation. Others stated that end users’ influence here would inevitably evolve as they become more engaged in managing their own energy through smart technology.
- This was reflected in the electronic voting, where Innovation scored most highly when delegates were asked to vote on how involved they would like to be, gaining an average score of 7.9 out of a possible 10. Importantly, this interest came from across the stakeholder spectrum, with local authorities, developers, energy/utilities, charities, businesses and domestic customers all expressing an interest in this area.
- A majority of stakeholders were happy to leave Uncertainty Mechanisms, Data Assurance, Financing and Expenditure to consumer bodies, special interests and informed stakeholders (rather than end users). This was reflected in the electronic voting, where they all scored low when participants were asked how involved they would like to be, with the lowest being Data Assurance on 3.5 and Financing on 3.7 out of a possible 10.

Electronic Voting

At the end of the sessions, stakeholders were asked to vote electronically to provide some quantitative data to support the workshop discussions.





6 | WORKSHOP THREE: ENGAGING WITH CUSTOMERS AND THE ROLE OF CUSTOMER PANELS

- Stakeholders were asked how they felt about Customer Challenge Panels playing a greater role in energy network business planning. The vast majority felt they were a good idea, with many pointing out that monopolies need scrutiny, and some seeing the potential benefit of interlinked, network-wide customer influence and action.
- Participants discussed how the panels could be formed, designed and run. Difficulties with achieving a truly representative panel were acknowledged. It was felt that the kind of people who would put themselves forward to be on a panel were not necessarily representative of the average customer.
- The role of experts on the panels was debated, with some saying their presence was vital, while others urged a predominance of end users so that the panel would be truly reflective of the customer base. Still more pointed out that the idea of a division between experts and non-experts was becoming increasingly old-fashioned as the line between supplier and consumer continued to blur.
- Stakeholders put forward suggestions for the remit and focus of the panels. Some proposed that separate panels could be set up to focus on particular Business Plan areas, and others suggested panels based on location. To make it both easier to attend and to engage a younger demographic, some suggested organising additional online meetings.
- Stakeholders disagreed over the decision-making power of the panels. Some felt that power should be limited to recommendations and negotiation, while others argued that without direct power, participants might question the premise and purpose of their engagement. This split was reflected in the electronic voting, where the middle option, to give 'quite a bit' of weight to its customer panel, proved the most popular option, on average, across the workshop series.
- Voting electronically, the majority of delegates opted for 'Consult Plus' as the optimum level of power for both the writing and the delivery of the next Business Plan.
- When asked to vote on how much each participant would like to engage, Consult and Consult Plus were the most popular options, with 54% of local authorities, 59% of energy companies /utilities, 57% of developers, and 53% of charities opting for these models.



Electronic Voting

At the end of the sessions, stakeholders were asked to vote electronically to provide some quantitative data to support the workshop discussions.

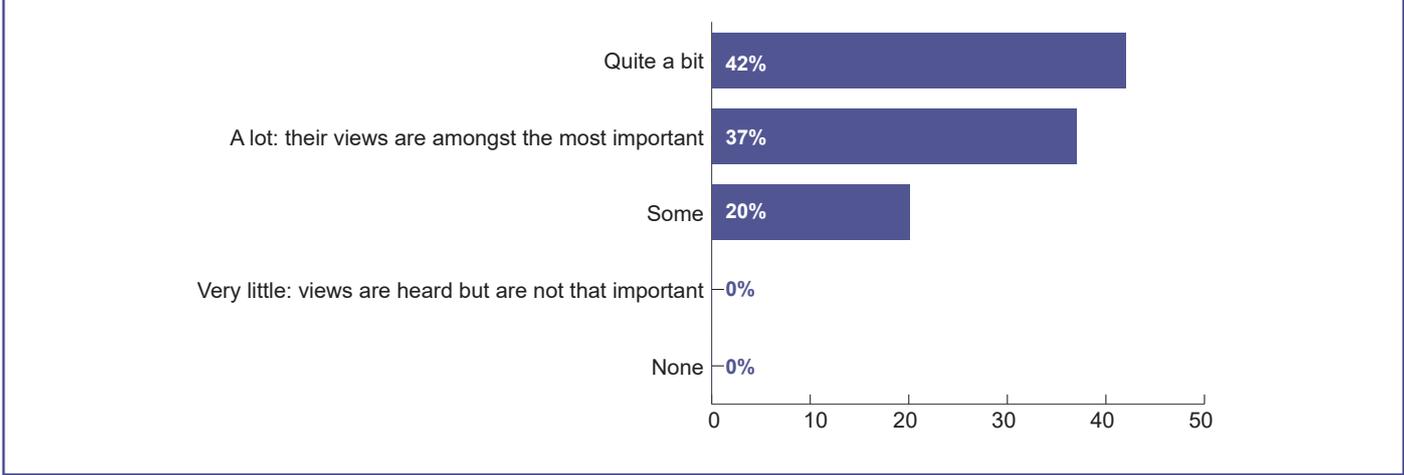
When writing the next Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



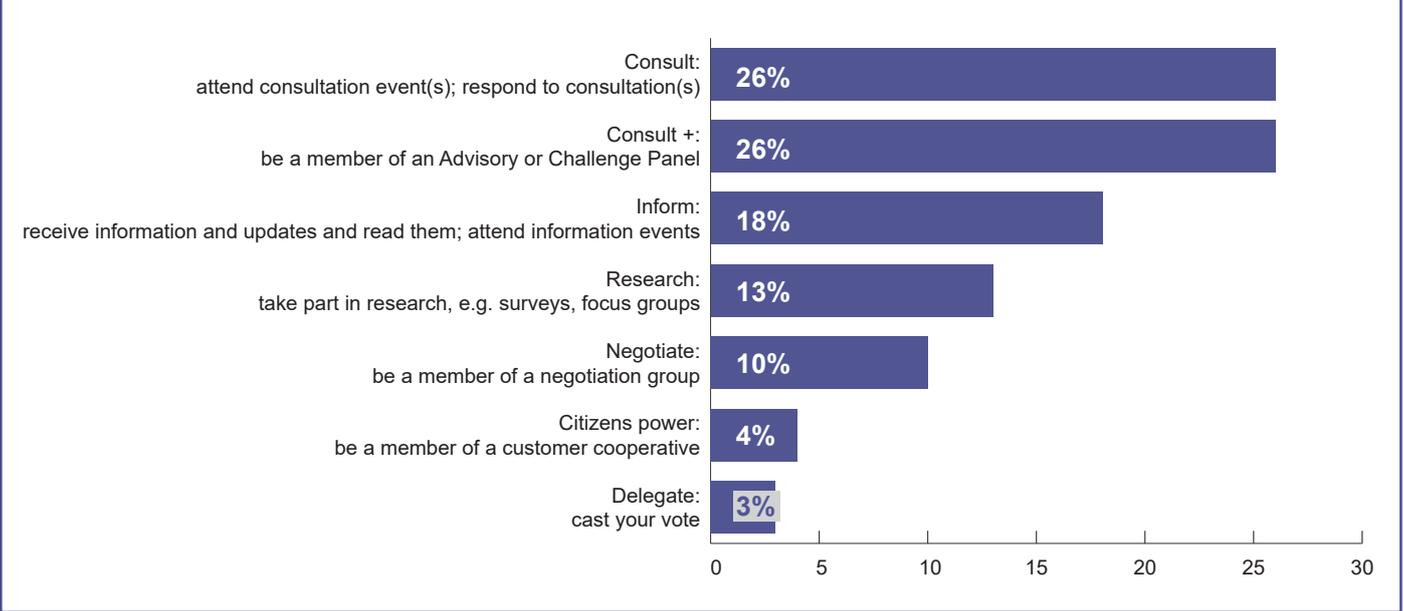
During the delivery of the Business Plan, what level of power should users / stakeholders be given by WPD? (multiple responses possible)



How much weight should WPD give to the voice of its Customer Panel? (pick one answer)



On what level would you be willing to engage with WPD on their next Business Plan? (multiple responses possible)



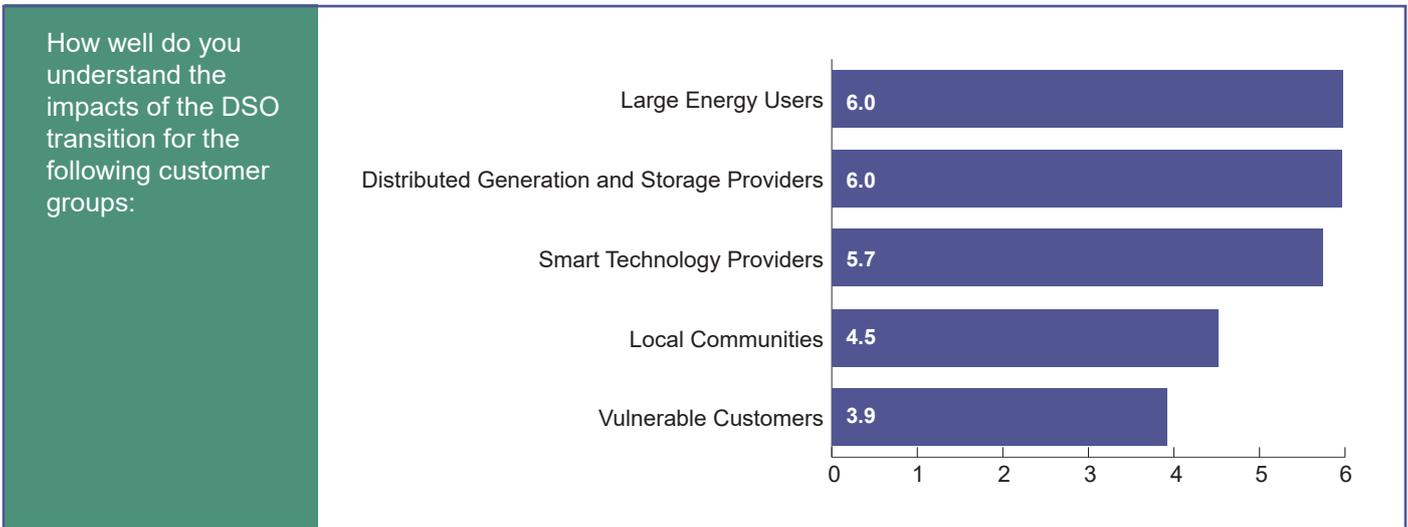
7 | WORKSHOP FOUR: TRANSITIONING TO A DISTRIBUTION SYSTEM OPERATOR

- Stakeholders were asked whether WPD had captured the key customer segments affected by DSO (large energy users; distributed generation and storage providers; smart technology providers; local communities; and vulnerable customers). Across the workshops there was broad consensus that they had, although some felt the focus on large energy users and vulnerable customers meant the average customer was being overlooked, and others felt those in the middle, including small enterprises and retailers, had been left out.
- Delegates discussed the key benefits of the transition to DSO, with many pointing to financial savings, flexibility and expanded connections availability. However, a similar proportion expressed concern that a key perceived benefit – storage – was not receiving adequate investment.
- The electronic vote revealed that the DSO transition's impacts on large energy users, distributed generation and storage providers, and smart technology providers were understood well by just over half of the delegates, with average scores of 5.9, 5.9 and 5.7 (out of a possible 10) respectively.
- When stakeholders were asked to vote electronically, it was clear that their understanding of the effects of the DSO transition on local communities and vulnerable customers was more limited, with mean scores of 4.5 and 3.9 respectively.
- Some participants worried that smart metering and special tariffs might leave some vulnerable customers behind. Others argued for greater simplicity in technologies, better education, incentives and grant funding to ensure that vulnerable customers and communities shared in the benefits of DSO.
- Despite the general optimism around the transition to DSO, a minority of delegates sounded a note of caution: some feared that opening a capacity trading market could hinder WPD's ability to deliver its objectives, while others worried the benefits had been overstated, with a key observation being that expectations of being able to connect 'anything, anytime, anywhere' would need to be managed.
- The idea of allowing customers to customise the times when they received power cut alerts was met with wholehearted support, with 62% voting in favour of offering full customisation; this option was particularly popular among local authorities, energy companies/utilities and charities.



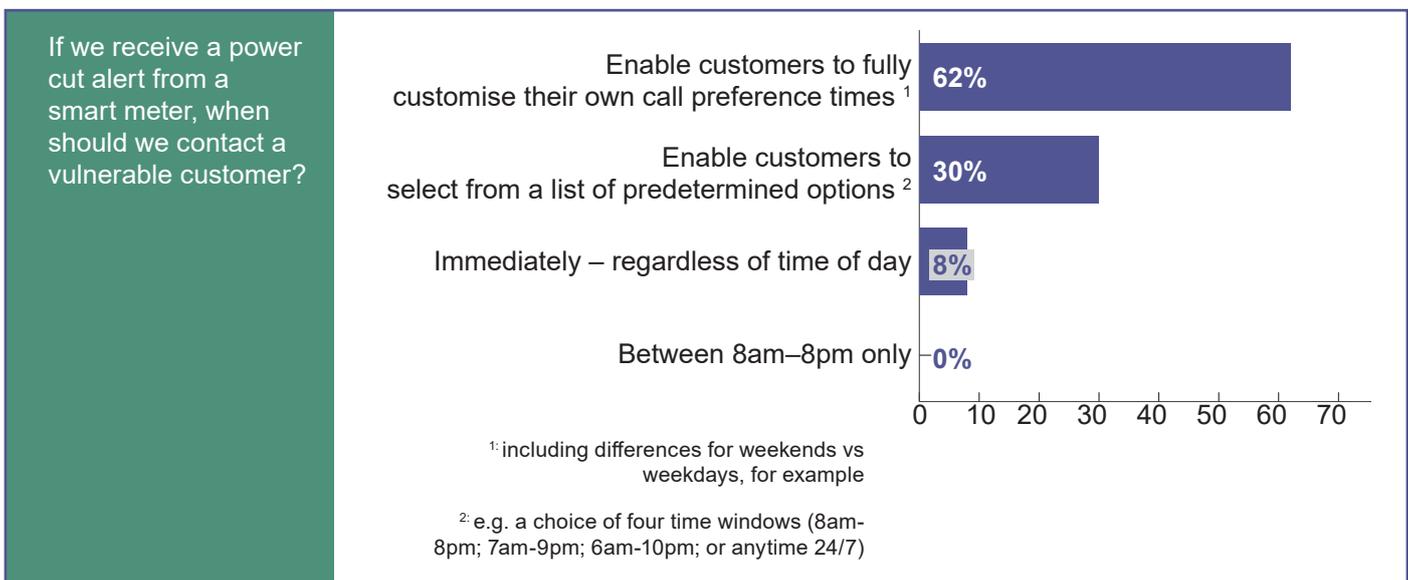
Electronic Voting

At the end of the sessions, stakeholders voted electronically on their understanding of the impacts of the DSO transition for different customer groups. The results were as follows:



Electronic Voting

At the end of the sessions, stakeholders voted electronically on their preferences around power cut alerts. The results are below:



8 | AFTERNOON SURGERIES

SURGERY SESSION ONE:

CONNECTIONS AND DISTRIBUTED GENERATION

Key Themes and Issues Raised

- There is too much emphasis on low voltage connections – stakeholders want to see a focal point within the business working with high voltages; NPG do the high voltage connections process well.
- Participants would like to see connections application costs absorbed into project costs.
- Delegates suggested improvements in mapping: WPD could share information on innovation trials through maps; real-time maps could also show restraints and capacity, so there is more accuracy when putting in an application; Statement of Works information should be added to capacity maps.
- SPEN is a good example of a company that gives better information on tracking connections applications: the radar system.
- On Offer Letters, it was felt that WPD should send a document with all the details of the offer, enabling applicants to be able to answer, essentially: 'should I accept?'. Often there's a standard document sent out that has something qualitatively different from the standard offer buried in it and it can be hard to find. Can WPD highlight that difference from the outset?
- 2018/19 ICE priorities are still appropriate and adding more would dilute the purpose and good work already done.
- The Owner/Operator Forum is a big help for planned outages.
- The interactive costing tool should be even more proactive.

SURGERY SESSION TWO:

SOCIAL OBLIGATIONS (INCLUDING VULNERABILITY & FUEL POVERTY)

Key Themes and Issues Raised

- It was felt that data from heat maps and grid data is intimidating for communities to use.
- On the Power-Up scheme, clearer outcomes are needed, such as 85% stakeholders receiving tangible support.
- Suggestions to 'smart' monitor the Power Up programme via data from oxygen tanks, and if you think people are going to ration their oxygen because of financial concerns, could you set up an energy monitor to see how people are using their energy and powering their oxygen?
- Three weeks is too long to contact someone who had been referred with a vulnerability; the target should be revised to allow contact to be made within a week, and then demonstrate that repeated attempts at contact have been made.
- Targets are positive as they keep people on their toes, however, targets must reflect the area.
- It was suggested that further improvement might be found in another metric: the fuel poverty gap, which is the exact amount needed to take a person out of fuel poverty. WPD could then measure how much they've narrowed the gap over a period of time.
- Stakeholders agreed that a workshop on next steps for affordable warmth might be useful in terms of sharing information and promoting best practice.
- Organisations should be contacted first before being put on the 'Horizon Scan' list, so that you have both their consent and correct and up-to-date information, with a review every two years.

SURGERY SESSION THREE: LOSSES AND INNOVATION

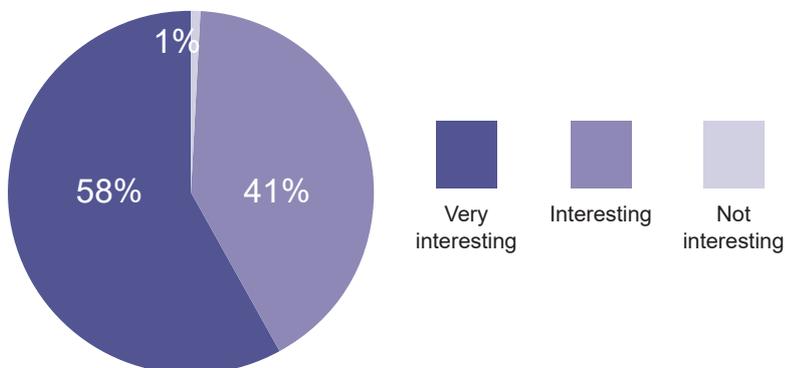
Key Themes and Issues Raised

- New developments should all have three-phase supply available; if WPD were able to support local councils with information and technical details on three-phase supply, then local councils could incorporate this policy in their local plans for new builds.
- WPD should monitor the Faraday Grid, which gives existing electricity networks an opportunity to allow a much greater and more efficient use of renewable energy.
- Encourage competition or collaboration between the DNOs to reduce losses.
- Concern that the future of electric vehicles is not in individual car ownership; so making sure every house has charging capacity might become redundant.
- Consensus that electric vehicle charging stations should be in wide bays near substations. Can you offer incentives for driving to these places and charging?



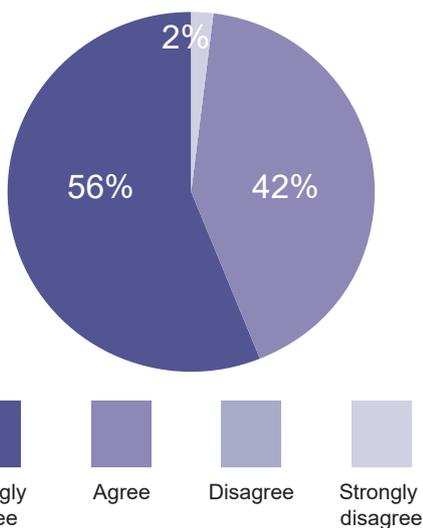
9 | WORKSHOP FEEDBACK

Overall, did you find the workshop to be:



No comments given

Did you feel that you had the opportunity to make your points and ask questions?

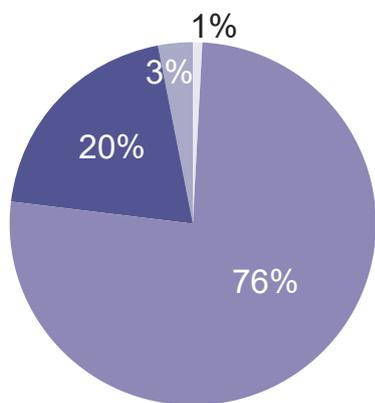


I felt the table discussions could have been afforded more time.

The group was just about the right size for people to contribute.

Roundtable discussions worked well and encouraged debate.

Did we cover the right topics for you on the day?



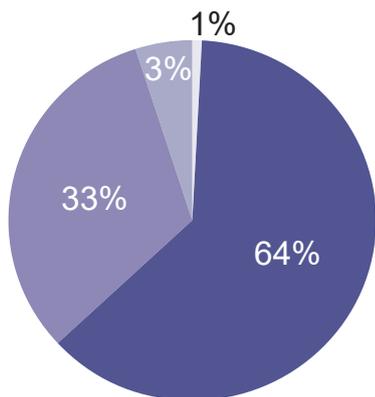
Good use of facilitation to enable input.

Topics were great but not enough information to give informed decisions.

Perhaps a little more on the environmental impact of distribution.



What did you think of the way the workshop had been facilitated?



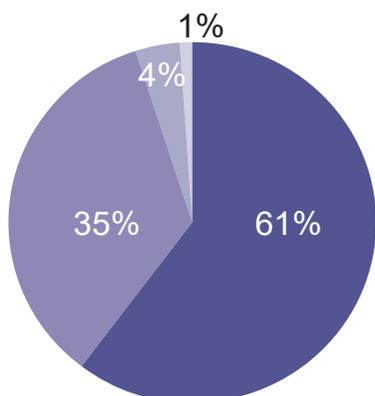
Enjoyed the mix of presentations, discussions and voting. A nice pace to the event.

Facilitator was very good and inclusive.

Excellent tablet voting, and access to slides was very useful.

Liked the idea of an overall discussion and then table talk.

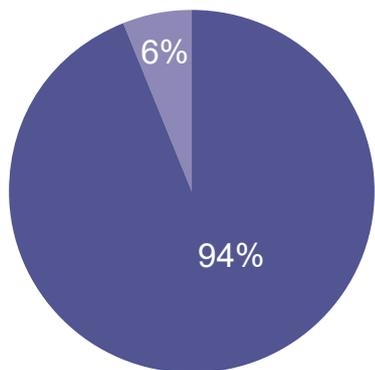
What did you think of the venue?



Great venue, parking facilities good.

Good space and parking.

Would you be interested in attending future workshops on this subject?



No comments given

Do you have any other comments?

Excellent facilitation – very good at involving us all and clearly capturing feedback. Flowed very well throughout.

Excellent event. Increased understanding of opportunities and challenges. Highlighted the possibilities available if there was a greater level of knowledge sharing and partnership working.

Main interests are distributed generation and DSO implementation and revenue streams for flexibility.

Provides a role model for other industries!



